GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4256
ANSWERED ON:16.04.2001
TELEPHONE BILL
ABDUL RASHID SHAHEEN;UTTAMRAO DEORAO PATIL

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the telephone bills of the Mahanagar Telephone Nigam Limited (MTNL) do not reach to the consumers in time;

(b) if so, the reasons therefor;

(c) the steps taken by the MTNL in this regard;

(d) whether MTNL propose to switch over the delivery of telephone bills from Department of Post (DoP) to private courier service; and

(e) if so, the details thereof and the reasons therefor ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a)&(b): Every effort is made to deliver the telephone bills to the subscribers of MTNL in time. Earlier, the bills were delivered through private couriers and due to receipt of complaints in writing as well as through print media, a special arrangement has been entered into with the Department of Posts for delivery of bills, which are delivered by them to the subscribers.

(c) : If any complaint is received from the valued subscribers about late delivery of telephone bills, the same is forwarded to the Department of Posts for necessary investigation into the reasons for the delay in the delivery and the Department of Posts confirms the action taken to avoid such delays in future. Changes in address, if any, are promptly updated. In addition, MTNL have started a computer bill announcement service. A customer who does not get a bill on due date can get it on phone 24 hours a day. He can then pay the bill in any bank through pay in-slip.

(d) At present there is no such proposal.

(e) Not applicable in view of (d) above.